

iCan Review

User Guide

TABLE OF CONTENTS

TABLE OF CONTENTS.....	2
LEGAL DISCLAIMER	4
IMPORTANT FOR SAFETY	5
Getting started with iCan Review	6
Resources	7
Section 1: System Overview.....	8
1.1 System Description.....	9
1.2 Intended Purpose	9
1.3 Use Safety.....	9
Section 2: How to Register and Log in to a Professional Account	10
2.1 Register Professional Account.....	11
2.2 Log in to Professional Account	12
Section 3: Account Settings.....	13
3.1 Maintain Basic Account Information	14
3.2 Preference Setting.....	14
3.3 Cancel Account.....	14
Section 4: Manage your Healthcare Team	16
4.1 Create the Healthcare Team.....	17
4.2 How to Access Different Healthcare Teams	17
4.3 View Healthcare Team Information.....	18
4.4 Invite Professionals to Join the Healthcare Team.....	18
Section 5: Manage Your Patient.....	19
5.1 Invited Patients	20
5.2 Use Workbench	21
5.3 Use Patient Management	21
5.4 Use Patient Details Page.....	22

Section 6: Patient Authorization.....	26
6.1 How to Authorize	27
6.2 How to Manage Authorization Objects	27
6.3 Report Viewing	27
6.4 Active Authorization	27
Attachment A: Troubleshooting.....	28
Attachment B: Computer and Internet Configurations.....	29
Attachment C: Label Symbols	30
Glossary	31

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IMPORTANT FOR SAFETY

Before you use the iCan Review, read the instructions included in the Instruction for Use. The User Guide includes important safety information, and instructions for use.

Any serious incident that has occurred in relation to the iCan Review should be reported to the Sinocare and the competent authority of the Member State in which you are established.

Getting started with iCan Review

Healthcare Service Management System (hereafter referred as iCan Review): iCan Review mainly helps professionals or healthcare teams obtain glucose data of patients based on the network, and provides comprehensive, convenient and accurate glucose monitoring and management solutions through visual charts, professional algorithms and friendly interface design. Assist professionals in viewing, analyzing and evaluating patient glucose data for more effective diabetes management.

This user guide (also known as [User Guide]) is provided to help you understand the setup and operation of iCan Review. To help you find the information you need, you can use the table of contents at the beginning of the User Guide and the index at the end of the User Guide. There is also a glossary of terms at the end of the User Guide.

The following table describes certain terms, conventions, and concepts used in this User Guide.

Convention	Notification
Notes	Provides other helpful information.
Caution	Notifies you of a potential hazard which, if not avoided, may result in minor or moderate injury or damage to the device.
Warning	Notifies you of a potential hazard which, if not avoided, could result in death or serious injury. It may also describe potential serious adverse reactions and safety hazards.
Bold Text	To indicate screen items and buttons. For example, [Select [Next]] to continue].

Resources

Guides:

- User Guide: This operation guide is an encyclopedia that allows you to gain a comprehensive understanding of the system. It gives you the most comprehensive introduction and explanation of the iCan Review system, covering overview, detailed functions, important safety information, and so much more

Section 1: System Overview

- System Description
- Intended Purpose
- User Safety

1.1 System Description

Thank you for choosing the iCan Review Healthcare Services Management System. iCan Review is mainly provided to professionals or members of the professional healthcare team. Healthcare professionals can invite patients using iCan CGM through iCan Review to establish a data authorization relationship. After successful authorization, users can obtain the dynamic glucose data and event data uploaded by patients on iCan Review, provide life guidance suggestions for users according to the patient's glucose curve and data analysis, and view and export continuous glucose reports of patients.

Note: Please read all the instructions provided in this User Guide before using the system.

1.2 Intended Purpose

The web-based iCan Review software is designed for use by home users and healthcare professionals to help diabetes patients and their professionals review, analyze and evaluate historical CGM data to support effective diabetes management. It is intended to be used as an accessory for iCan CGM System with data interface functionality.

CAUTION: The software does not provide any medical advice and should not be used for that purpose. Home users must consult a healthcare professional before making any medical interpretation and therapy adjustments from the information in the software.

CAUTION: Healthcare professionals should use information in the software in conjunction with other clinical information available to them.

1.3 Use Safety

iCan Review assists professionals and healthcare teams in remotely viewing the glucose data and event data of authorized patients. It does not provide information for decision-making or replace professional medical advice. Professionals shall use patient glucose data and event data from the system in conjunction with other available clinical information.

Section 2: How to Register and Log in to a Professional Account

- Register Professional Account
- Log in to Professional Account

2.1 Register Professional Account

If the user is not registered with a professional account when visiting iCan Review, he/she can click **[Register]** to register an account. There are four steps to registering for a professional account: Enter country/region information → Enter login information → Enter personal data → Verify email address.

Step 1: Enter country/region information:

Select the country/region information as prompted on the page, enter the email address, and click **[Next]** after successful verification of the entered information. Note that the selected country/region cannot be modified.

Step 2: Enter login information:

Enter the name, login password and confirmation password of the login user according to the prompt on the page. After entry, click **[Next]** to jump to the page for entering personal data.

Step 3: Enter personal data

Enter personal information according to the prompts on the page, including name, work address, detailed address and telephone number. After verification by the system, click **[Next]**, and the system will automatically pop up the *User Agreement* and *Privacy Policy*. When the countdown is over, you can click **[Agree Agreement]** to jump to the email address verification page.

Step 4: Verify email address

After the user agrees to the relevant agreement, the system will send a verification email to the entered email address. After receiving the verification code in the email, the user can enter it into the system for verification within the specified time.

Step 5: Create an account successfully

After the entered verification code is verified, the iCan Review professional account has been created successfully. The user logs in to the system with this account.

2.2 Log in to Professional Account

Users can log in to the system by entering their email address and password through the access page of iCan Review. If you forget the login password, click **[Forgot Password]** to reset the password by verifying your email address.

Section 3: Account Settings

- Maintain Basic Account Information
- Preference Setting
- Cancel Account

3.1 Maintain Basic Account Information

Click **[Account Settings]** at the bottom of the menu on the left to view/edit users' account information and preferences.

Except that country/region and email address cannot be modified, others can be edited.

3.2 Preference Setting

In preference settings, users can modify language preferences, preferred glucose units, time zones, and preferred time formats.

3.3 Cancel Account

If you no longer want to use your iCan Review account and would like to delete the personal information, healthcare team information and patient information associated with your account, you can choose to cancel your iCan Review account. Once you choose to cancel your account, your account and personal information will be deleted, the healthcare team you joined will automatically exit, and the patient who authorized your personal account will also automatically terminate his/her authorization relationship with you. There is no chance for these data or operations to be restored. If you want to use the iCan Review platform again, you can re-register for a professional account.

Step 1: Log in to the account, enter the Account Settings page, and click **[Cancel]** on the page.

Step 2: The system will judge whether your account is allowed to be canceled and give a corresponding prompt. If your account meets the conditions for cancellation, skip step 2 and go directly to step 3.

Reason for not meeting the conditions for cancellation: Your account is in at least one of the healthcare teams as a sole administrator, and there are other ordinary members in this healthcare team.

Step 3: View and confirm the cancellation of the agreement. It is recommended that you read the content of the agreement carefully, and click **[Agree]** when the countdown is over. Click **[Agree]** and send an email verification code to confirm the cancellation operation.

Step 4: Receive and fill in the email verification code to complete the cancellation. You can log in to your email address, check the verification code sent by the system to your email address, and fill it in on the page.

If you do not receive an email, check whether the email is blocked by your email address or click **[Resend]** after the countdown ends.

Section 4: Manage your Healthcare Team

- Create the healthcare team
- How to Access Different Healthcare Teams
- View Healthcare Team Information
- Invite Professionals to Join the Healthcare Team

4.1 Create the Healthcare Team

When you need to invite other professionals to manage patients together, you can create a healthcare team in the system. After the team is successfully created, professionals in the team can manage all patients in the team.

Step 1: Entrance description

Click the system logo in the upper left corner of the system, and a bubble pop-up window will appear. Click **[Create the Healthcare Team]** in the pop-up window to enter the team creation page.

Step 2: Enter healthcare team information

The input information includes the healthcare team name, team ID, address, team address, and telephone number. The team ID is brought out by default, and the creator can edit it. After the information entered is verified, click **[Save]** to successfully create the healthcare team.

4.2 How to Access Different Healthcare Teams

When you create (or join) one or more healthcare teams on the iCan Review platform, you want to view patient glucose data under different teams. You can click on the healthcare team name in the upper left corner of the system to expand all healthcare teams or professionals, and click on the team or professional you want to enter. After switching healthcare teams, the system will control the display of function menus under your permission based on your identity as a member of the current team.

4.3 View Healthcare Team Information

4.3.1 View Basic Team Information

After the healthcare team is successfully created, switch the system to team mode. The 'Team Management' menu will be displayed in the left menu. Click **[Team Management]** to display the basic information of the team by default. Click **[Edit]** on the page to edit the basic team information. This function is only available to the team administrator.

4.3.2 View Team Member Information

If you need to view/edit all member information of the current team, click the **[Team Management]** menu and then switch to 'Member Information' in the top navigation bar. You can modify the administrator permissions of members, view member status and remove team members on the "Member Information Page".

4.3.3 View invitation information

Click **[Invitation Information]** at the top of the page to view all invitation records initiated by the team. Click **[View]** on the page to view detailed information of each record.

4.4 Invite Professionals to Join the Healthcare Team

Click **[Invite Professional]** to invite other professionals to join the team, and enter the invitation information in a pop-up box. When an invitation is sent, the invitee will receive an invitation email. Click **[Accept Invitation]** to join the team.

Section 5: Manage Your Patient

- Invited Patients
- Use Workbench
- Use Patient Management
- Use Patient Details Page

5.1 Invited Patients

For patients who have not yet registered for the iCan App, you can invite them to create a user account by sending an email, or invite patients who use the reader by filling in the reader SN code and invitation code, and authorize your healthcare team or healthcare professionals to share glucose data with their accounts. This allows you or authorized member of your healthcare team to see the patient's glucose data after they have uploaded it at home.

5.1.1 Send an Email to Invite Patients to Share Data

- a. Click the **[Invite Patients]** button below the main menu on any page
- b. Select the healthcare team/professional you want the patient to authorize
- c. Enter the patient's email address, last name, name and other information, and then click **[Confirm]**
- d. After confirming **[Send]**, the email inviting the patient to share glucose data can be successfully sent. The "Pending" invitation record can be viewed later in the Patient Management-List of Invited Patients.

5.1.2 Invite Patients Using the Reader to Share Data

- a. Click the **[Invite Patients]** button below the main menu on any page
- b. Fill in the reader SN code and invitation code
- c. Select the healthcare team/professional you want the patient to authorize
- d. Enter the patient's last name, first name and other information, and then click **[Confirm]**
- e. After confirming that the relevant information of the reader is correct for the second time, click **[Confirm]** to successfully invite. You can view the patient information in the Patient Management-List of Invited Patients

5.2 Use Workbench

After you log in to the system, the first thing you see is the **[Workbench]** page, which displays all patient glucose cards authorized by the current healthcare teams or professionals and under monitoring. The glucose card contains the basic information of the patient, the latest glucose value, monitoring time, remaining time of the device and the latest glucose curve.

The patient's glucose data in the past 12 hours is displayed by default, and you can switch to display the glucose data in the past 4 hours or 24 hours.

When there are a large number of patients, you can click the page in the upper right corner to switch the pages before and after viewing. You can also enter the patient's first name, last name or email address in the query box in the upper left corner for quick query.

5.3 Use Patient Management

5.3.1 Patient List

You can view and manage all patients authorized to you or your healthcare team on the Patient List page. Click **[Patient Management]** in the main menu to enter the Patient List page

- Search for patients: You can enter the patient's first/last name, email address, select diabetes type, monitoring status, duration of non-CGM device usage, and glucose metrics for your search.
- Click the **[Settings]** icon in the top-right corner of the list to customize the columns displayed in the patient management list.
- Click the **[Export]** button in the top-left corner to export the list.
- Click **[Details]** in the Actions column to access the patient details page, where you can view their medical information, glucose data, and reports.

5.3.2 Patient Invitation Record

You can view the patient invitation records on the Patient Management-List of Invited Patients page. While waiting for the patient to handle the invitation, you can click **[Re-invite]** on this page to resend an email to the patient to remind him/her to process the invitation.

- a If a patient accepts sharing, you can view the monitoring status of the patient in the Patient Management-Patient List.
- b If the patient refuses to share or the invitation has expired and has not been processed, you can click the **[Invite Patient]** button at the bottom of the main menu again to invite the patient again.

5.4 Use Patient Details Page

On the **[Patient Details]** page, you can view or operate the basic information of the corresponding patient, real-time monitoring value of the device in use, daily glucose, glucose report, glucose data, historical records, patient details, removal of patients, etc.

5.4.1 Basic Patient Information and Glucose Monitoring Values

You can view the basic information of the selected patient at the top of the **[Patient Details]** page, including first name and last name, gender, age, type of diabetes, etc.; as well as the glucose monitoring value and device status of the device currently in use by the patient.

The device in use should be distinguished according to different conditions:

- a. Device warmup: Displays the device warming-up status and warmup countdown timer;
- b. Device ready (no data uploaded): Shows "Glucose data not uploaded yet" message and displays the device's remaining usage time;
- c. Device active (data uploaded): Displays the latest glucose reading with timestamp and the device's remaining usage time;

- d. Device expired (monitoring ongoing): Shows the last recorded glucose reading with timestamp and expired status.

5.4.2 View and Edit Patient Details

You can click the **[Patient Details]** button on the top right of the patient details page to open the patient details pop-up window (the patient details here can only be viewed and edited by the patient's authorized healthcare team members or professionals).

- a. View patient details: including basic information about patients, remarks, target glucose range and threshold, etc.
- b. Click **[Edit]** to edit patient details: including basic patient information, remarks, target glucose range and threshold, etc.

5.4.3 Remove Patient

You can click the **[Remove Patient]** button on the top right of the patient details page to remove the patient.

5.4.4 View Patients' Daily Glucose

You can click the **[Daily Glucose]** menu on the patient details page to enter the Daily Glucose tab.

- a. View the glucose index and glucose curve of the patient on the selected date;
- b. Events recorded by patients on the user APP (including fingerstick blood, diet, exercise, drugs, insulin and other events).
- c. Click **[Date Selection Control]** to select different dates to view the glucose data of the corresponding date. The calendar will be marked with a solid dot icon for the date with glucose data, and a hollow circle icon for the date with device but no data uploaded.

5.4.5 View and Export Patient Glucose Report

You can click the **[Glucose Report]** menu on the patient details page to enter the Glucose Report tab to view and export the glucose report.

- a. Select the CGM device worn by the patient, and obtain the glucose data of the selected device to generate a report.
- b. You can select a date range (up to nearly 90 days) to obtain the glucose data of the corresponding date range and generate reports.
- c. Identify three types of reports
 - Glucose monitoring report: The metrics and charts in this report are calculated and generated based on the glucose target ranges and thresholds set in the patient's detailed information.
 - AGP Report: This is the standard version of the AGP report based on the IDC standard. The metrics in this report are calculated and the charts are generated fixedly according to the glucose target ranges for Type 1 and Type 2 diabetes.
 - Glucose Statistics Report: All calculations in this report are based on the glucose target ranges and thresholds configured in the patient's profile settings.
- d. Export report: Support exporting reports
 - When exporting the glucose monitoring report, you can select the specific sections to export.
 - When exporting the Glucose Statistics Report, you can choose to export an Excel file or a PDF file. Other report types export as PDF only.
 - When exporting the report, you can optionally send reports to patient portal via the app

5.4.6 View and Export Patient Glucose Data

When you need to archive or further calculate and analyze the patient's glucose data, you can export the details of glucose data as a PDF or Excel file for saving.

Step 1: Enter the patient details page and click the **[Glucose Data]** tab to view the details of glucose data.

Step 2: Click **[Export]** and set the data range to be exported in the pop-up box.

- a. If you need to export the data of a single device, select **[By Device Cycle]** to export. Select a historically worn device, data interval and export format.
- b. If you need to export device data across devices, select **[Custom Time]** to export, and set the start and end time, data interval and export format.

Step 3: After the export is completed, it can be viewed and downloaded in history records.

5.4.7 History Record Using Patient Details

You can click the **[History]** menu on the patient details page to enter the History tab to view the PDF file of glucose report and PDF or Excel file records of glucose data exported by you or your team members for the patient; Click **[View]** to open and download the PDF file of corresponding record, or download the Excel file of corresponding glucose data export record.

5.4.8 Use Short Patient List

After searching or screening the patient list on the right side of the patient details page, you can select the corresponding patient to switch and view the details of this patient.

- a. Enter the patient's last name/name to search for the patient
- b. Click **[Screening Icon]** to open the screening box, and select the type of diabetes or current monitoring status to screen patients

Section 6: Patient Authorization

- How to Authorize
- How to Manage Authorization Objects
- Report Viewing
- Active Invitation Authorization

6.1 How to Authorize

When a professional or healthcare team sends an authorization request to the patient, the patient can choose to enter the authorization link from their email address or the authorization page from iCan App-System-My Practices, and the patient can choose to agree or refuse authorization.

6.2 How to Manage Authorization Objects

Patients can choose to enter the authorization page from their email address or from iCan App-System-My Practices to manage the authorized objects, on which they can accept invitations or remove them.

6.3 Report Viewing

When professionals or healthcare teams generate and share reports with patients, patients can get new report prompts from the authorization page to view and download new reports.

6.4 Active Authorization

In addition to the invitation of professionals or healthcare teams, patients can also invite authorization by actively entering the ID of professionals/healthcare teams. For other management methods, see Passive Invitation Authorization.

Attachment A: Troubleshooting

If you are having trouble accessing iCan Review, try these troubleshooting steps:

- If you forgot your password, go to the login screen and click **[Forgot your password?]** Follow the steps to reset your password.
- Make sure your computer is connected to the Internet throughout the session. If the computer loses that connection, it might not display the screens properly.
- Check that the computer's operating system and browser are supported.
- Know where downloaded files are stored. This will make finding downloads easier.

Troubleshooting sections are categorized by function or system component. The solutions here are meant to be brief and not all-inclusive. References to specific Sections for more detailed answers or preventative measures there.

Are you still not sure what to do after reading this Section? If your problem is not listed, or the recommended solution here does not fix issue, contact Customer Care team.

Email: iCansupport@sinocare.com; support@icancgm.com

Web: icancgm.com

Attachment B: Computer and Internet Configurations

An internet connection of 1.5 Mbps or more is required to view data from the web, upload data, or view the online User Guide.

It is recommended that you use an appropriate firewall program and an anti-virus program on your computer to protect against viruses, malware and unauthorized access to and use of your computer and the information stored, processed and transmitted by it.

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iCan Review supports the following system configurations:

Windows 10 or 11

- 1.3 GHz processor, 1 GB free RAM, and 100 MB free disk space
- Microsoft .NET Framework 4.6.1 or greater, full version
- Display resolution of 1024 x 768 pixels or greater
- Chrome, Firefox, or Microsoft Edge










Mac OSX 11 or 12

- 2.3 GHz processor and 4 GB free RAM with 100 MB free disk space
- Display resolution of 1280 x 800 pixels or greater
- Chrome, Firefox for Mac OSX, or Safari 12, 13, and 14

Optional computer configurations

- A PDF reader for viewing, saving, and printing reports
- A printer for printing reports
- An Excel spreadsheet viewer for exported data

Attachment C: Label Symbols

Symbol	Description
	Authorized representative in the European Community/ European Union
	Authorized representative in the UK
	This symbol suggests that the CGM has acquired European technical conformity in accordance with (EU) 2017/745
	Manufacturer
 iCan-cgm.com	Consult electronic instructions for use
	Unique device identifier
	Catalogue number
	Manufacture Date
	Follow instruction for use

Glossary

Blood glucose meter: A device used to measure the levels of glucose in the blood.

Blood glucose result: The concentration of glucose in the blood, measured as either milligrams of glucose per deciliter of blood (mg/dL) or millimoles of glucose per liter of blood (mmol/L).

Continuous glucose monitor (CGM): A CGM uses a small sensor inserted below your skin to measure the amount of glucose in the fluid in your skin, called interstitial fluid. The glucose results are then sent to an App for presentation as glucose levels and long-term glucose trends on the monitoring system display and its corresponding compatible mobile device display.

Hyperglycemia (high blood glucose): High levels of glucose in the blood, also known as high blood glucose. When left untreated, hyperglycemia can lead to serious complications. Talk to your professional to determine your high glucose level.

Hypoglycemia (low blood glucose): Low levels of glucose in the blood, also known as low blood glucose. When left untreated, hypoglycemia can lead to serious complications. Talk to your professional to determine your high glucose level.

Interstitial fluid: The fluid that surrounds all the cells of the body.

Insulin: A hormone produced by the pancreas that regulates the metabolism of glucose and other nutrients. Insulin injections may be prescribed by a professional to help people with diabetes process glucose (sugar), if their pancreas is damaged and does not produce insulin.

Limitations: A safety statement outlining specific situations in which the iCan Review should not be used because it may be harmful to you or damage the system.

mg/dL: Milligrams per deciliter; one of two standard units of measure for the concentration of glucose.

mmol/L: Millimoles per liter; one of two standard units of measure for the concentration of glucose.

Professional: Refers to individuals who have received specialized training and are able to provide services in areas such as diabetes management care.

Healthcare team: A collaborative team organized by professionals to provide comprehensive and integrated blood glucose management services for patients with diabetes.



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